



**Garma**

4 – 7 August, 2017

## Volunteer Position Description

### Ticketing and Administration

### Assistant



<b>Volunteer Position:</b>	Ticketing and Administration Assistant
<b>Responsible to:</b>	Volunteer Coordinator and Garma Office Administrator
<b>Closing Date:</b>	Friday, 21 April 2017

#### Submitting Your Expression of Interest

Thank you for showing interest in volunteering for the Garma Festival. Note that festivals such as these are unable to run without the support of our dedicated volunteers. Please note that we will automatically allocate you to a volunteer position that best suits both your skills and experience plus meets our event requirements.

#### Application & Selection Criteria

Your application must contain the following:

- A completed cover sheet
- A brief addressing the key tasks and responsibilities
- Your curriculum vitae (CV) or resume
- The name and contact details for at least two referees

\* If you are applying for two or more advertised volunteer positions, you must submit a separate application for each vacancy.

Note that this position may be subject to an NT Working with Children clearance.

#### About Us

The Yothu Yindi Foundation (YYF) was established in 1990 to promote Yolngu cultural development with community leaders and persons of authority from five regional clan groups:

- Gumatj
- Rirratjingu
- Djapu
- Galpu
- Wangurri

The leadership and innovative program development of the Foundation are considered significantly positive forces supporting Indigenous cultural maintenance, not only in Northeast Arnhem Land, but throughout the country and internationally.

The Foundation is a not for profit, charitable public benevolent institution, with an all-Yolngu Board of Directors, and has income tax exemption and gift deductibility status. YYF currently operates a number of major functions; Garma Festival, Garma Institute including a variety of education projects and the NEAL Empowered Communities project.

YYF are the hosts of the annual Garma Festival, which now enjoys the reputation as Australia’s Leading Indigenous Cultural Event. Garma workshops, dance, art, youth forums, cultural tourism and Yolngu storytelling & healing programs are an effective platform to voice the significant projects stemming from North East Arnhem Land. Garma attracts considerable interest from Indigenous leaders, academics, politicians, international guests, legal representatives and university students. The Garma event is likened to reconciliation in all its purity and it is 19 years in its running onsite at Gulkula.

Specifically the YYF has stated that its vision is:

***For Yolngu and other Indigenous Australians to have the same level of wellbeing and life opportunities and choices as non-Indigenous Australians”***

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**Position Purpose:** The Ticketing and Administration Assistant will work with the Garma Office Administrator to assist in the smooth running of the ticketing and administrative functions of the festival. This role will assist with processing of guest registrations and over the counter ticket transactions, show guests to their campsite, provide brief inductions, respond to queries from delegates and guests along with taking directions from the Garma Office Administrator generally.

**Reporting/Working Relationships:** The Ticketing and Administration Assistant reports directly to the Volunteer Coordinator and has line of sight reporting and responsibilities to the Garma Office Administrator.

The Ticketing and Administration Assistant may also work closely with key event personnel including:

- Director
- Site Assistants
- Transport Assistants
- Key event staff

<b>Key Tasks and Responsibilities</b>	
<b>Prior to the event</b>	
1	Assist with any administrative functions pertaining to registrations, ticketing or office functions prior to festival
2	Develop information sheets and other hand outs as required
4	Develop documentation relating to health and safety and incident reporting
5	Assist with any queries regarding the registration, ticketing and induction process
6.	Assist with the emergency evacuation plans.

<b>During the event</b>	
1	Respond to ticketing, registration and other administrative queries from staff, guests, delegates and volunteers.
2	Register guests and participants, conduct brief site induction and provide information and materials as required.
3	Organisation of registration and ticketing materials
4	Show guests to campsite and other amenities where required
5	Any ad hoc administrative requests from guests, staff, delegates and management.
6	Provide support to other volunteers
<b>Post event</b>	
1	Ensure the return of any equipment and materials to vendors as required
2	Provide recommendations and feedback on the Registration and Ticketing process
<b>Knowledge, Skills &amp; Experience</b>	
The Ticketing and Administration Assistant would be suited to an individual with a background in both customer service and general administration.	
<b>Desirable Attributes</b>	
1	Excellent organizational skills and the ability to multitask
2	Experience in managing and dealing with a wide variety of people
3	Previous customer service experience
4	Ability to prioritise and meet deadlines
5	Excellent written and verbal communication skills
<b>Personal attributes</b>	
1	Ability to work as part of a team
2	Enthusiastic and motivated approach
3	Well developed problem solving ability
4	Ability to take the initiative and work autonomously
5	A friendly and approachable manner

### **Further Information**

1. For further information please visit our website at [www.garma.com.au](http://www.garma.com.au)
2. Contact Trepina Bradley on 08 8945 5055 or via email [volunteer@garmafestival.com.au](mailto:volunteer@garmafestival.com.au)